

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: Knott *et al.*  
Serial No.: 10/766985  
Filing Date: January 29, 2004  
Group Art Unit: 2614  
Confirmation No.: 4389  
Examiner: Gautheir, Gerald  
Title: *Method, Software and System for Developing Interactive Call Center Agent Personas*

COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**CORRECTED**  
**RESPONSE TO OFFICE ACTION**

In response to the Notice of Non-Compliant Amendment mailed May 19, 2008 (the Notice), Applicants hereby submit this Corrected Response to Office Action mailed March 31, 2008, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

This document corrects an omission of the text for withdrawn claims 1-10, but is otherwise substantively equivalent to the originally submitted Response filed April 8, 2008.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 7 of this paper.